

# County of San Diego, Health and Human Services Agency (HHS) Eligibility Policy

## Treatment of Homeless Mail

Page

1 of 2

### Issue Date:

2/4/2015

### Background:

Customers are not required to have a fixed address to pick up their benefits and correspondence. Applicants/Recipients without a fixed address may choose to pick up their correspondence at the FRC.

### Purpose:

To provide Family Resource Center (FRC) staff with the guidance regarding the treatment of homeless mail.

### Policy:

Customers without a fixed address may choose to pick up their correspondence:

- at the Family Resource Center's PO Box. These customers are instructed to go to the FRC to pick up their mail at regular times so that they are properly notified of actions on their case.
- at their own PO Box
- at an alternate address such as a church, shelter or friend's house (A release of information can be requested to confirm the use of an alternate address but is not required unless questionable).

**Note:** CalWORKS and CalFresh customers may use their own PO Box or Commercial Mail Receiving Agency. [CPG 40-100.A](#); [CFPG Letter #544](#)

**Note:** General Relief (GR) customers without a fixed address may use their own PO Box or Commercial Mail Receiving Agency only when certain criteria have been met, including obtaining FRC Management approval as outlined in [GRPG 90-200.1](#)

**Note:** Medi-Cal/CMS applicants/recipients may choose to designate a mailing address at which to receive their correspondence even if they have a fixed address. [MPG 7.05.07](#)

Customers are not to use the FRC PO Box to receive any personal, non County mail. Any person, non County mail that is received is to be returned to the sender. Mail received from another state agency (for example the Medi-Cal Beneficiary Identification Card (BIC) or another county department may be accepted through the FRC PO Box.

The 16-45 HHS form informs customers without a fixed address of the following:

- their responsibilities in regard to their notices
- their correspondence will be held for 30 days from the date of the receipt by the FRC
- if correspondence is not claimed within 30 days, it will be confidentially recycled
- if correspondence has been recycled, they may request the correspondence be re-printed.

### References:

CalWORKS Program Guide  
CalFresh Program Letter  
General Relief Program Guide  
Medi-Cal Program Guide

**County of San Diego, Health and Human Services Agency (HHS)**  
**Eligibility Policy**

**Treatment of Homeless Mail**

**Page**

2 of 2

**Sunset Date:**

2/4/2018

**Approval for Release:**



, 8-5-15

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